



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP#16-93
March 2, 2016**

**NOTICE OF VACANCY
March 2, 2016**

POSITION: Assistant Social Services Supervisor

DEPARTMENT: Council on Aging

SALARY: \$26.18 - \$27.24 Hourly

HOURS: 10-17 Hours per week
Flexible between 8:30am – 4:30pm Monday, Tuesday, Wednesday & Thursday. Friday until 2:00pm.

Statement of Duties:

Position is responsible for assisting the Social Services Supervisor in advocating for, coordinating, and implementing social services in accordance with NASW standards for residents over the age of sixty in Framingham. Employee is required to perform all similar or related duties.

Supervision Required:

Employee works under the general direction of the Social Services Supervisor. The employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee conducts a comprehensive assessment of a problem and uses problem solving and clinical skills to develop a plan of action or intervention. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility:

Employee is not regularly responsible for the supervision of employees. May act as supervisor during the temporary absence of the Social Services Supervisor. Employee provides direction and guidance to department MSW interns.

Confidentiality:

In accordance with public records law, employee has access to confidential client records and information of the department.

Accountability:

Consequences of errors or poor judgment may include missed deadlines, monetary loss, legal repercussions, personal injury, danger to public health/safety, or adverse public relations.

Judgment:

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity:

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using clinical assessment skills; or determining the level of intervention required to achieve solutions to a client's problem.

Work Environment:

Employee performs work in an office setting, as well as conducting home and hospital visits where conditions may be unsafe or unhealthy. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Nature and Purpose of Public Contact:

Relationships are constantly with co-workers, the public families, and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where clinical skills are required to achieve support, concurrence, acceptance or compliance to a solution; and/or one-on-one relationships with a person who may have psychiatric issues, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Occupational Risk:

Duties generally do not present occupational risk to the employee. Personal injury could occur, however when exposed to communicable diseases through employee failure to properly follow safety precautions or procedures.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Responsible for providing comprehensive management care planning services for clients. Makes an assessment of client needs in regarding to physical and mental health, and ability to function; provides care management services to identify appropriate action and option available to residents in need.
2. Refers clients for legal, financial, medical and psychiatric services; serves as liaison with health and service providers; provides for the continuity of care for clients; arranges transportation and medical escorts for clients.

3. Provides counseling for clients with psycho social needs or concerns. Develops and conducts psychosocial education programs/groups.
4. Assists clients with public or private housing needs.
5. Regularly consults and collaborates with family members and community agencies.
6. Makes referrals to agencies and organizations, and assists clients in the completion of various forms and applications for services.
7. Files reports for Elder Protective Services.
8. Encourages participation at the senior center to promote community involvement.
9. Identifies new and existing community resources, provides and updates support group information to seniors and caretakers.
10. Conducts home visits, and provides crisis intervention as needed.
11. Assists with hospital equipment donations and pickups.
12. Maintains client files and records.
13. Participates on various boards and committees to advocate for seniors.
14. Attends educational seminars to remain abreast of changes or updates in elder social services.
15. Employee is required to report potential abuse to authorities as a mandated reporter.

Recommended Minimum Qualifications:

Education and Experience:

Must have a Master's Degree in Social Work or related human services field, and three to five (3-5) years of social services experience, preferably with elders; or an equivalent combination of education and experience.

Special Requirements:

A candidate for this position must be certified as a LCSW, and obtain CPR and defibrillator use certification after hire.

Knowledge, Abilities and Skill

Knowledge: Knowledge of senior services available at the local, state and federal level. Working knowledge of Microsoft Windows, Microsoft Word and Excel programs. Familiarity with Council on Aging operations.

Abilities: Ability to assess and evaluate situations and provide appropriate counseling. Ability to mediate, collaborate, multi-task, and be patient and flexible. Ability to access the internet to obtain information in support of department operations. Ability to clinically assess and evaluate a situation in order to secure a solution to a problem.

Skill: Skill in listening to clients and offering fair and impartial counseling. Skill in handling crisis situations calmly and effectively. Proficient case management, consultation and crisis intervention skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Some physical demands are required to perform the work such as providing assistance to clients. Work effort principally involves sitting to perform work tasks, with intermittent periods of walking, and standing when conducting site visits. There may also be some occasional lifting of objects such as medical equipment.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include operating a personal computer.

Visual Demands: Position requires the employee to routinely read documents, computer screen, and reports for understanding and analytical purposes.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.